

CANDIDATE COMPLAINTS PROCEDURE



LNAT Consortium Ltd and its partner Pearson VUE aim to provide you with a straightforward and convenient way of sitting the LNAT in a businesslike environment. But occasionally things may go wrong and when they do we have procedures for putting them right.

What complaints can be considered?

Grounds for complaint might include:-

- A technical problem with your computer terminal.
- Disruption caused by another user of the test centre.
- Disruption caused by excessive noise in the test centre.
- Unscheduled interruptions to the test such as a fire alarm.
- Discrimination on the grounds of disability, race, age, or sexual orientation.

What complaints are excluded?

- Complaints about being refused access to the test centre or about the ID rules if you have presented incorrect ID.
- Complaints about being refused access to the test centre if you arrive late.
- Complaints about not being allowed to take drinks or food (which may damage technical equipment) into the testing room.
- Complaints about normal test centre conditions such as keyboard noise or other people leaving and entering the test room.
- Complaints about test centre staff going about their normal business, which includes giving assistance to other candidates in the testing room.

Finally, please note that appeals against the test score will not be considered.

How can complaints be resolved?

During your test

If you have a problem during your test the easiest and most effective way of dealing with it is by raising it with test centre staff **DURING YOUR TEST**.

So, if you need another erasable note board or pen, or would like to use ear plugs, or someone is making an unreasonable amount of noise, or you aren't sure about something – even if test centre staff have already explained it to you – put up your hand and ask.

Remember that the invigilators are there to help you and will respond as quickly as possible. **If you do not ask test centre staff to remedy an issue when it arises there is very little we can do about it later.**

At the test centre after your test

If, however, you do not feel that the issue was satisfactorily resolved, or if you feel that it affected your work, then the best thing to do is to make sure that the incident is recorded by the test centre staff. You do this by asking staff to give you an **incident number** before you leave the test centre.

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Once you have your incident number you should contact the LNAT Consortium at once so that the complaint can be investigated. You should tell them where and when you took your test, your LNAT number, your incident number, and give a description of the incident.

The LNAT Consortium will investigate the incident and, if it is substantiated, pass the details on to the universities so that appropriate allowances can be made in the interpretation of your LNAT score. Please note that LNAT Consortium will not make any adjustment to your score.

Resits will be allowed only in exceptional cases, such as significant technical failure or test centre closure.

To LNAT Consortium or Pearson VUE after your test

If you leave the test centre without an incident number you may still make a complaint, either directly to LNAT Consortium or to test operator, Pearson VUE. You should provide details of where and when you took your test, your LNAT number, and a description of the incident.

Please note that Pearson VUE may refer your complaint to the LNAT Consortium for resolution.

Timescales

Complaints, with or without an incident number, should be made either to LNAT Consortium or to Pearson VUE as soon as possible after the incident, and in any case **not more than two weeks after the date of your test**. It is impossible for us to verify details of your complaint if you leave it any longer than this.

Complaints made after the issue of your LNAT score will not be considered.